

Practitioner's Docket No. 1264

REPLY UNDER 37 CFR 1.114

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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FEB 17 2005

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER

Mail Stop RCE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**Response to Office Action filed along with a
Request for Continued Examination (RCE)**

Introductory Comments

In response to the final Office Action dated October 27, 2004, and the Advisory Action dated January 28, 2005, please enter this amendment and consider the following remarks. This response is filed along with a Request for Continued Examination. A one-month extension of time is requested and authorized in the transmittal. The entire claim set of the application is included.